



**NORTH CAROLINA DEPARTMENT OF COMMERCE
DIVISION OF WORKFORCE SOLUTIONS**

DWS POLICY STATEMENT NUMBER: PS 02-2013

Date: March 13, 2013

Subject: The Enhanced Outreach for Ex-Service Members Initiative

From:

A handwritten signature in cursive script that reads "Roger Shackleford".

Roger Shackleford, Assistant Secretary

Purpose: To announce the Enhanced Outreach for Ex-Service Members Initiative, commonly known as the Unemployment Compensation for Ex-Service Members (UCX) Initiative. This project is funded by a two year grant from the US Department of Labor.

Background: Recently, the US Department of Labor and the Army began to strategize ways to reduce veteran unemployment. The result was a proposal for a pilot program in four states: North Carolina, Texas, Illinois, and Georgia. These states have a large veteran population, a positive track record of providing services to veterans, and they were receptive to a pilot project.

The primary objective of this project is to communicate and provide outreach to Army veterans as they transition from military service to the civilian workforce. The Enhanced Outreach for Ex-Service Members Initiative specifically targets all Army veterans receiving unemployment benefits that are charged back to the Army. This includes veterans from the Active Army, as well as those who met veteran criteria from the Army Reserves, and the North Carolina National Guard.

Training on this project was provided late last year to the Division's dedicated veterans' staff as well to as other staff that work with veterans. It is expected that those who attended the training will provide support and instruction for other staff that serve veterans, regardless of agency. Operating procedures for the Enhanced Outreach for Ex-Service Members Initiative are included below. There are specific instructions for providing transition assistance to our Army veterans who are receiving unemployment insurance benefits. Please note that all resources from this project are available to all veterans.

The ultimate goal is to reduce the claim duration for Army veterans who are receiving unemployment benefits by providing reemployment services, job referrals, and job development contacts commensurate with the veterans' skills, experience and interests in order to obtain suitable employment.

This program gives North Carolina an opportunity to “serve those who served for us.”

Additional resources to serve our veterans will be developed through this grant, and will be communicated as these resources are available for staff and customer use.

**Operating
Procedures:**

Through coordination with the NC Division of Employment Security, the Division of Workforce Solutions has identified all current Army veterans receiving unemployment benefits. These claimants will be notified by letter and/or email (see attachment for examples) with instructions to report to the nearest Employment Service office for assistance with their transition from the military to the civilian workforce. During the initial outreach, contact will be made with all Army UCX customers currently receiving UCX (approximately 2,000 statewide).

Subsequently, all Army UCX customers will be contacted shortly after they receive their “first pay,” starting in March 2013, and through June 2014.

Since the program cannot require that they report, the letter also provides instructions for self-registration using NC JobConnector (NCJC), has links to the veterans’ portal page, and My Next Move for Veterans. Optimally, the goal is to have the Army UCX customers report to the local Employment Service offices. If they do not, they are encouraged to take advantage of services remotely. The contact letter utilizes Quick Response (QR) codes to take the user directly to the respective sites listed above. If the UCX customer does respond to the letter in person, transfer the Army UCX customer to your cost center, register the customer in NC JobConnector, and convert their military specialty code to an O*Net code using one of the suggested military to civilian conversion sites such as My Next Move for Veterans at: <http://www.mynextmove.org/vets/>, Hero2Hired at: <https://h2h.jobs/>, or Vet Central at: http://vetcentral.us.jobs/vet_index.asp?type=moc.

Next, request that the UCX customer take the O*Net Ability Profiler career assessment from the link at My Next Move for Veterans, the career assessment at Hero 2 Hired, or a similar assessment. After the assessment is complete, provide guidance in searching for jobs in that O*Net category, or related categories. Determine geographically where the customer is looking for work.

Provide salary information about the category. Make referrals and/or job development contacts (JDC’s) in NCJC if appropriate.

Direct the veteran to other resources from the Division’s veterans’ page at: <http://www.nccommerce.com/workforce/job-seekers/veterans>, and/or other suitable sources to provide reemployment services. Follow-up with the veteran per standard operating procedures.

After providing services to the customer, enter a UCX Complete transaction in NCJC. The UCX Complete service is located in NCJC under the “Enter Services” tab, and is currently the last service listed under “Other Reportable Services,” right after TAP Workshop. Entering a UCX Complete transaction will input two separate transactions into NCJC; an ES/Self-Directed Job Search, and Provided Workforce Information Services. This will enable credit to be noted if the UCX customer obtains entered employment. This is the only required transaction entered by staff in conjunction with the UCX Initiative. Provide other services as needed to the UCX customer including referrals to supportive services, job referrals, screening for Work Opportunity Tax Credit eligibility, etc. Please note that staff will only enter the UCX Complete transaction for Army UCX customers. Staff can still utilize the assessments, along with other requisite information, to provide the service entitled Workforce Information Services. Enter that service manually along with other services provided as applicable, for any veteran, regardless of service branch.

There are new search features in the View Listings tab in NCJC when using View Job Seeker Characteristics: search by UCX (Army) Claimant, and search by UCX (Army) Complete. The Search by UCX (Army) Claimant allows staff to locate Army UCX customers by cost center. Customers found under search by UCX (Army) claimant should have already received an email or letter advising them to report to the Employment Service Office. Staff can use the search by UCX (Army) Complete as a tool to follow up with Army UCX customers since these customers have already received the basic NCJC registration, and assessment either in person, or via remote service delivery.

Action: Employment Service Office staff are to follow the provided operating procedures.

Effective Date: Immediate

Expiration: June 30, 2014

Contact: Wesley Alston, Grants Management Section, or Employment Service Office veterans’ staff.

Attachments – 2



North Carolina
Department of Commerce
Division of Workforce Solutions

Pat McCrory, Governor
Sharon Allred Decker, Secretary

Roger Shackleford, Assistant Secretary

February 20, 2013

To: Gary K. Wood
999 Pleasant Drive
Black Mountain, NC 28711-2622

SSN: XXX-XX-4104

Thank you for your service to our country, and welcome back to North Carolina.

In 2012, the U.S. Department of Labor and the Department of the Army partnered together to provide outreach to recipients of Unemployment Compensation for Ex-Service Members (UCX). A major objective of the program, referred to as the Enhanced Outreach for Ex-Service Members Initiative is to provide communication and outreach assistance during the transition from military service to civilian employment. Services and resources offered by the Enhanced Outreach for Ex-Service Members Initiative are available at your local Employment Services Office.

Please report to the nearest Employment Services Office to take advantage of services that have been tailored exclusively for UCX recipients. When you report to the office, trained staff will convert your military occupational experience to a civilian occupation(s), assist you in searching for work, and provide other valuable reemployment services. The veterans' representatives in our offices maintain contact with local employers, and actively advocate the hiring of veterans. Our veterans' representatives and other experienced staff look forward to serving you during your time of transition to the civilian labor force.

Please show this letter to the receptionist when you arrive at the office and you will be directed to staff that can provide transition assistance. The address of the nearest Employment Services Office is shown below.

WHERE: Employment Services Office (formerly Employment Security Commission)
48 Grove Street
Asheville, NC 28801
Telephone (828) 251-6200

In order to make the process more efficient, we encourage you to prepare for your visit. First, if you have internet access, please register for work or update an existing work registration in our job search and referral system, North Carolina JobConnector at:

<http://www.ncjobconnector.com>. Registration with NC JobConnector gives you access to hundreds of job openings, and in many instances the user can apply directly to the employer without staff intervention. Next, access one of the following career resource sites specifically created for military users by using *My Next Move for Veterans* at:

<http://www.mynextmove.org/vets/>, or *Hero 2 Hired* at: <https://h2h.jobs/>. Both sites offer military to civilian conversion tools where you can obtain career suggestions based on your military work experience, and also take a brief career assessment. If you use the sites, please bring the suggested list of careers, the results of the assessment, and/or other documentation to verify completion when you report to the office. Completing the steps outlined above will greatly expedite your visit.

If you are unable to register with NC JobConnector beforehand, staff will assist you during your visit. Staff will complete your employment registration, and provide career resource information to assist with your transition to civilian employment.

If you have returned to work full-time, please notify the local Employment Services Office listed by telephone or email. Additional office contact information can be found at www.ncesc.com. From there select “Find Local Offices,” or you may check your local telephone directory.

We look forward to serving you by providing resources to assist with your transition to the civilian workforce.

If you have the ability to scan Quick Response (QR) codes, the QR codes below will take you to NC JobConnector, My Next Move for Veterans, and the NC Division of Workforce Solutions, respectively.



Sample email that will be sent to Army UCX Initiative customers that have provided a valid email address.

The U.S. Department of Labor and the Department of the Army recently partnered together to provide outreach to recipients of Unemployment Compensation for Ex-Service Members (UCX). Please report to the Employment Services Office shown below to obtain assistance with your transition from military service to civilian employment. When you report to the office, trained staff will convert your military occupational experience to a civilian occupation(s), assist you in your work search, and provide other valuable reemployment services. Please advise the receptionist that you are reporting for the Enhanced Outreach for Ex-Service Members Initiative when you arrive.

To expedite your visit, if you have internet access, please register for work or update an existing work registration in our job search and referral system, NC JobConnector at: <http://www.ncjobconnector.com>. There you can search hundreds of job openings. Next, access one of the following career resource sites specifically created for military users by using *My Next Move for Veterans* at: <http://www.mynextmove.org/vets/>, or *Hero 2 Hired* at: <https://h2h.jobs/>. Both sites offer military to civilian conversion tools that feature career suggestions based on your military work experience, and a brief career assessment. If you use the sites please bring the suggested list of careers, and/or the results of the assessment, when you report to the office. If you do not have internet access, staff will assist you during your visit.

If you have returned to work full-time, please notify the local Employment Service Office listed below by telephone or email. Additional office contact information can be found at www.ncesc.com.

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Thank you for your service. We look forward to serving you by providing resources to assist with your transition to the civilian workforce.